

access

Inside Customer Care



Objective

- **Complaint Process Overview**
- **Investigation Tools**
- **Statistics and Trends**
- **Q&A**

The Customer Care Team



**Janelle
Adams-
Davila**



**Amy
Rubalcaba**



**Patrick
Williams**



**Zachary
Strom**

Medium for Communication

Customer Service

In-Person

Letters

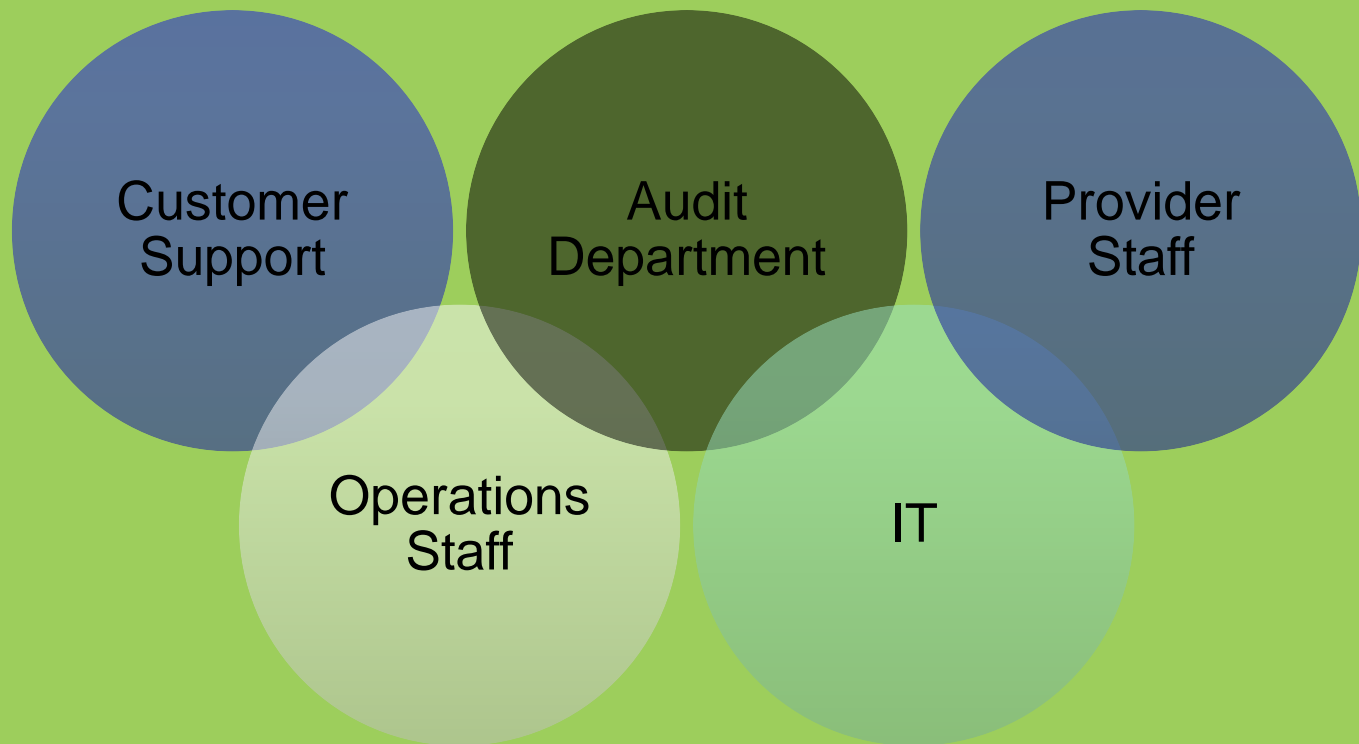
E-mails & Website

Public Office


Process and Accountability

- **1,107 Complaints**
- **572 Commendations**
- **Investigate Each Ticket**
 - **Complaint Validation**
 - **Classification**
- **File, Report, and Monitor**

Collaboration



Trip History



Driver/Vehicle Reports

Client

Trip

Contract

Audit

DDS Audit

Geo

Trip

Provider

GPI

ID

Trip Status

COMPLETED

Due Time

09/02/13 15:43

Attributes

Booking

REGULAR

Trip Type

REGULAR

Attrib

REA

Purpose

N/A

CX Code

-1

Riders Info

Client ID

Client Name

Space Type

AMB

Fare Cat.

REGULAR

Fare Amnt.

2.50

Pass. #

1

Fare Miles

9.9

Debit Amnt.

Passenger Type	Count
PCA	0
FREE GUEST	0
PAID GUEST	0

Pick Up / Drop Off

	Block	Address	Unit	City	Phone	Area	Addr. Type
FROM		E 53RD ST	31	FLOR			
TO		ARTESIA BLVD	CRYST	RNDM			

Progress

Event	Empl. ID	Date	Time	Exception	GPS	GPS Exception
CREATION	123455	09/01/13	16:04			
DISPATCH		09/02/13	13:09			
DUE		09/02/13	15:43			
ARRIVAL		09/02/13	15:20		15:20	
PICKUP		09/02/13	15:40			
DROPOFF		09/02/13	16:24		16:24	

Trip Remarks

F2.50, D9.86, C, T, XST HOLMES PU FRT APT AMB NO EQ UIP W/CART C/OUT DUE@ 1543

Driver / Vehicle

Driver ID

12181

Vehicle ID

4003

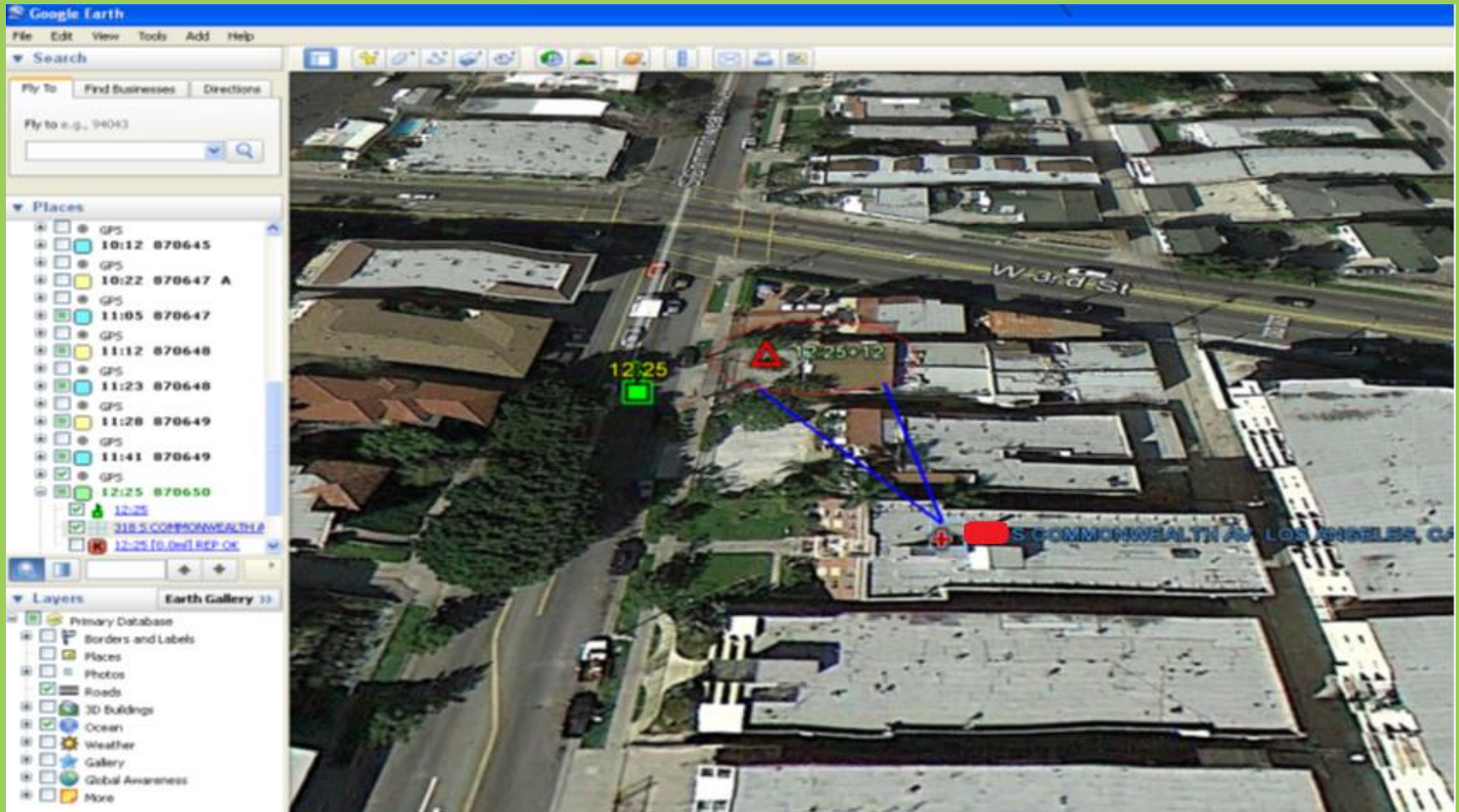
Escape : Back

F11 : Print

F1 : View Driver Manifest

F2 : View Client Details

Google Earth



Call Logs

OAISYS Tracer Management Studio - Logged in as susanac

File View Config Window Help

Historical Calls

- My Folders
 - Calls I Shared
 - Calls Shared To Me (0)
 - My Calls
 - All Calls I Can View**
 - Call Folders
 - Call Search Folders
 - Work Queue Folders
 - Folders Shared To Me

All Calls I Can View

1 - 50 of 95,928

	Start Date/Time	Duration	Share Recipient	Extension	PVD Origin	Outside Name	Outside Number	Call Direction
	9/9/2013 4:45:51 PM	1:53			OAISYS Capture			Inbound
	9/9/2013 4:44:51 PM	1:11			OAISYS Capture			Inbound
	9/9/2013 4:44:31 PM	2:31			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:39:26 PM	6:50			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:39:22 PM	0:39			OAISYS Capture			Outbound
	9/9/2013 4:39:17 PM	2:47			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:38:47 PM	1:58			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:38:03 PM	2:00			OAISYS Capture			Inbound
	9/9/2013 4:37:50 PM	5:10			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:37:33 PM	8:12			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:37:24 PM	3:17			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:35:48 PM	2:58			OAISYS Capture			Outbound
	9/9/2013 4:35:34 PM	2:00			OAISYS Capture			Inbound
	9/9/2013 4:34:53 PM	5:27			OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:34:35 PM	1:39		372	OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:34:30 PM	1:30		371	OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:34:02 PM	0:47			OAISYS Capture			Outbound
	9/9/2013 4:33:59 PM	8:41		309	OAISYS Capture	IP_VA Ports		Inbound
	9/9/2013 4:33:25 PM	1:23		373	OAISYS Capture	IP_VA Ports		Inbound

OAISYS Capture: Outside Number: Unknown Date: 9/9/2013 Start Time: 4:45 PM Duration: 1:53

Outside Parties
DNIS: 5321313 xT13

Extensions
x6056 - CS TDD1

Annotations

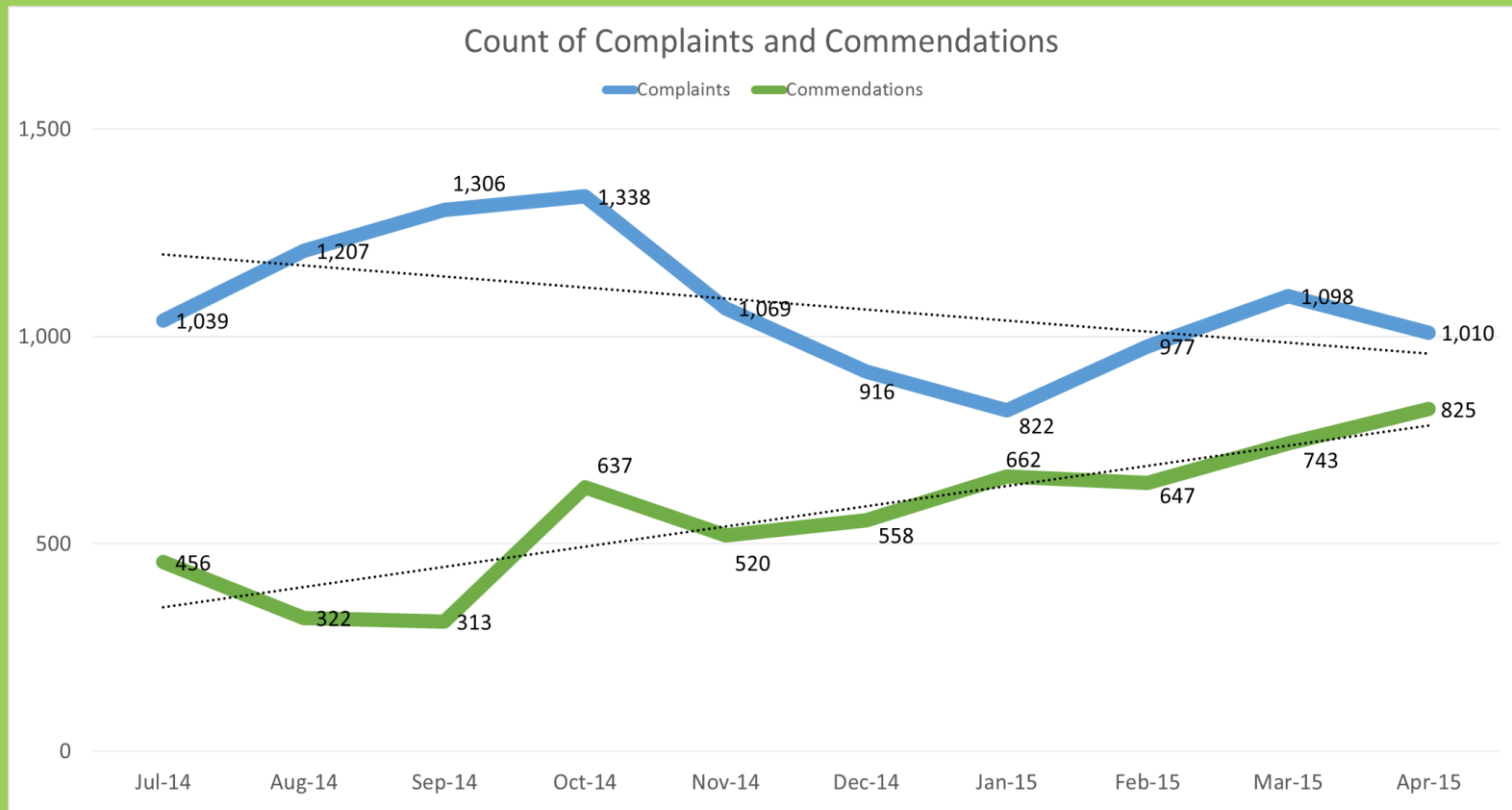
Displayed Sections
0:00 0:10 0:20 0:30 0:40 0:50 1:00 1:10 1:20 1:30
x6056 - CS TDD1
Key: ☐ Connected ☐ Ringing

Other Resources

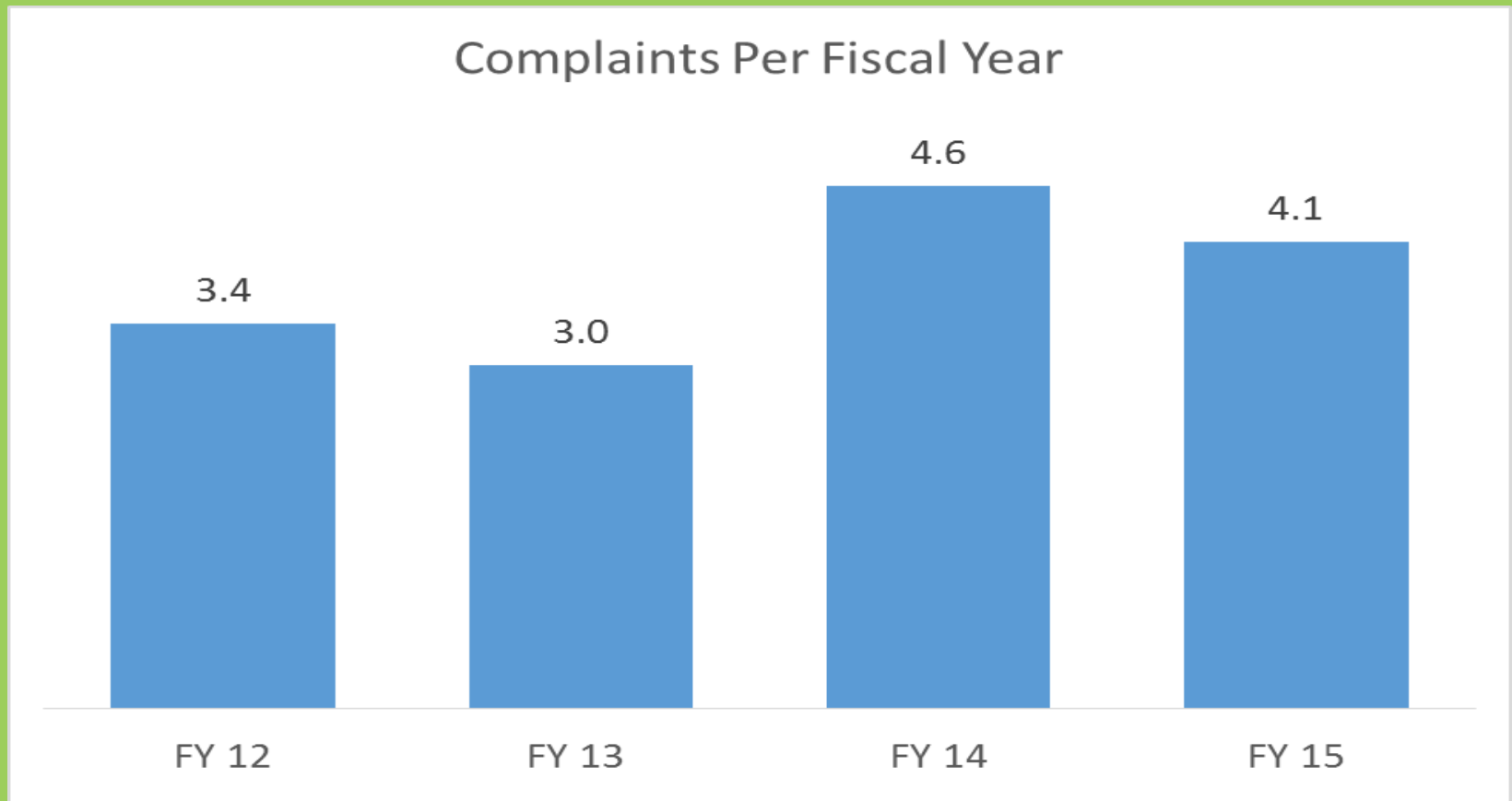
- Witnesses
- Go 511
- Metro Trip Planner
- Other Repository Software



Performance Board



Complaints per 1,000 Trips



Trends

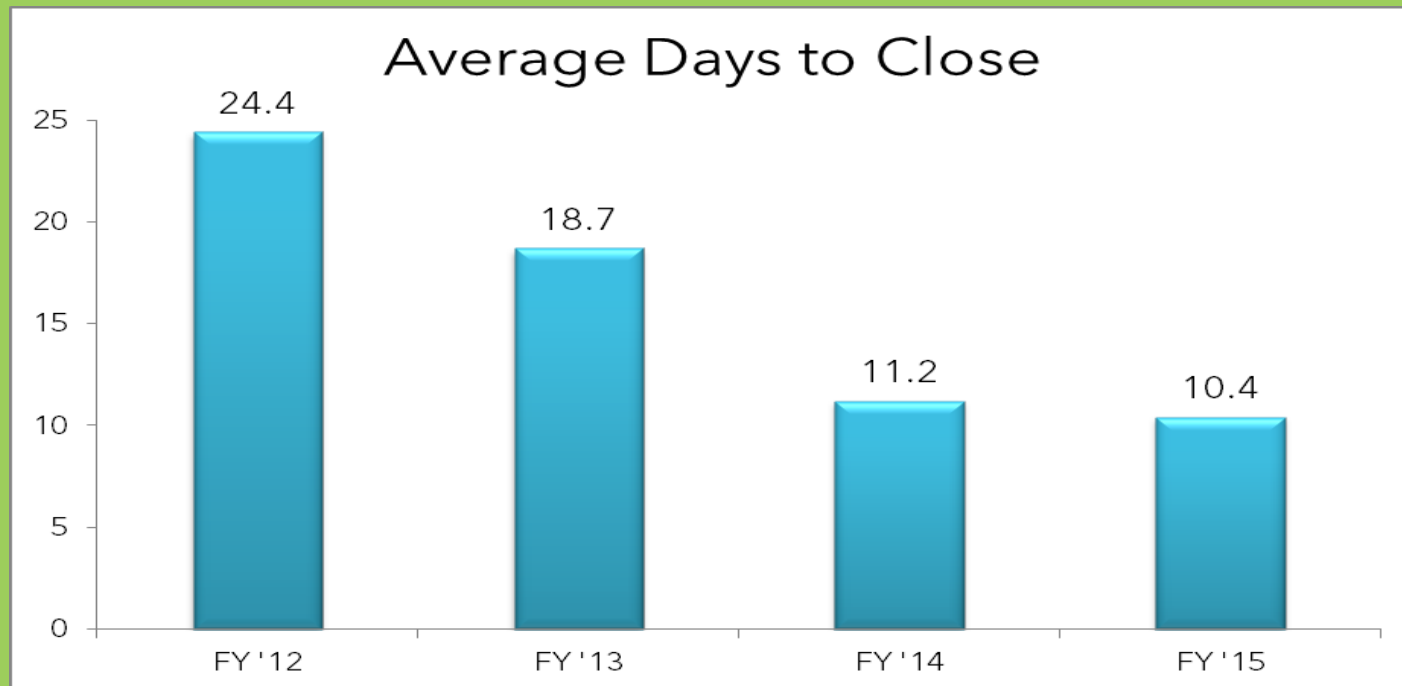
Procedure	Conduct	RM Incidents	Time Travel/Routing	Booking
33.4%	17.5%	13.8%	11.9%	8.4%

Wrong Location
Dwell-Time
Late Dispatching

Miscommunication
Behavior Issues
Lack of Understanding

Investigation Time

- ❑ Monthly Average Days to Close
Should not exceed 14 days



Q & A